Ensuring utilities are ready for an NERC/CIP 5.0 compliance audit

THE CHALLENGE FOR UTILITIES

Due to the changing regulatory environment, management of IT systems in the utility space involves far more than just managing the technology. Utilities need to keep up with regulatory changes to remain compliant and prevent hefty fines.

North American Electric Reliability Corporation (NERC) critical infrastructure protection (CIP) 5.0 requirements will increase the scope of cyber assets that must be compliant, which creates significant challenges as new devices and systems come under the regulation purview.

One of the biggest challenges utilities face is whether they will be able to set up the required systems within the required timeframes that are cost effective. In addition, it is important to think about how to prepare for future changes and capabilities so that unnecessary costs are not incurred later.

Ericsson’s IT Service Management (ITSM) Solution for NERC/CIP 5.0 addresses these challenges and ensures that utility customers are in the best position to manage compliance, prevent fines and plan for the future.

ERICSSON’S SOLUTION

The NERC CIP 5.0 introduces a new change management requirement whereby users must now record network, systems and security infrastructure-related changes in the utilities computing environment.

Utilities today often must rely on manual processes, and freeform and inconsistent email messages, for communications and spreadsheets that lack validation and require constant manual updates during an event.

The Ericsson ITSM Solution offers a cost-effective way to ensure they are able to easily comply with the new requirements. Ericsson’s solution consists of a BMC Software license, configuration and customization services, report configuration services, integration services, and on-going support and maintenance services.
BMC Software License
Ericsson is the largest global implementer of BMC software, utilizing its software for more than 300 customers, and managing more than one billion subscribers. Ericsson’s vast operational experience with the software allows us to deeply understand the best ways for configuration and management. Implementing BMC software allows utilities to meet specific NERC/CIP 5.0 requirements:

› Alarm triggers
› Segregation of data
› Audit all changes within the system
› Reporting

Configuration and Customization Services
Ericsson offers configuration services to ensure that the software is configured to meet NERC CIP 5.0 requirements. For example, sites rated as “high” or “medium” impact under the standards must adhere to specific alarm triggers, segregation of data, and the utility must be able to audit all changes within the system. Ericsson’s configuration services include the development of a customized solution for the utility that can improve validation and enhancement of the security posture of the utilities’ cyber assets. In addition, Ericsson offers report configuration services that allow the utility to maintain a dashboard and generate custom reports.

The result is that the Incident Information Management System will enhance the utilities’ ability to manage workflow within the Incident Command System, manage requests between organizations, provide event reporting and improve communications among employees staffed at both internal and external operations centers. The software promotes situational awareness and resource management with easily configurable action management capabilities.

Integration Services
With its vast experience, Ericsson ensures that the software is properly integrated with multiple management databases, service desk and single sign on functionality. Ericsson’s ITSM Solution has well established procedures and has mapped the NERC CIP 5.0 processes to ITSM as a configuration management database and federated data sources by leveraging ITIL v3 IT delivery methodology.

Support and Maintenance
In addition to the software license, configuration services and integration services, Ericsson also provides on-going support and maintenance services that allow utilities to outsource their day-to-day operation and reporting activities to Ericsson.

WHY ERICSSON?

› Broad reach and vast experience with the BMC Software Suite, the best protection available
› Ability to customize, configure and integrate the solution in a cost-effective and time-efficient manner
› Industry leadership in OSS/BSS, managed services and ITSM
› Committed to long-term business with utilities
› Ability to provide a solution that takes into account future opportunities for compliance improvement and additional cost-effective capabilities